

Kalamazoo Loaves & Fishes
Job Description
December 2013

Title: Call Center Assistant
Reports To: Call Center Coordinator
Classification: Part-Time, Non-Exempt, Salary Range III

Summary Description: Responsible for the day-to-day operation of the Grocery Pantry Program's single-entry point Call Center

Major Activities:

1. Assist in setting a customer-friendly tone in the call center, consistent with KLF's core values.
2. Provide work direction and training to volunteers.
3. Monitor call-center process and pantry capacity issues during work shift.
4. Resolve customer eligibility issues/complaints; escalate calls to coordinator as necessary
5. Provide prompt service to our pantry partners as it applies to client information, fax lists and updates to scheduling.
6. Implement record-keeping activities within client database.
7. General office tasks including copying, filing, and routine office clean-up.
8. Other duties as assigned.

Principle Accountabilities:

1. Smooth, customer friendly, values-driven operation of the Call Center.
2. Accurate record-keeping of Call Center system.
3. Scheduling and work direction of call-center volunteers.
4. Proactive service to our pantry partners throughout the county.
5. Routine, real-time problem recognition and problem solving as necessary.

Job Qualifications

- Minimum of High School Education.
- Ability to accurately understand and follow written and oral instructions.
- Ability to communicate clearly verbally and in writing.
- Ability to work with a diverse volunteer and client population.
- Ability to engage volunteers in constructive and positive relationships
- Ability to provide leadership in demonstrating and achieving a customer friendly, values-driven Call Center operation
- Ability to demonstrate problem recognition and problem solving skills
- General familiarity with computer software desired.

Visit www.kzoolf.org for full job descriptions. Send resume and cover letter to Kathy@kzoolf.org or Kalamazoo Loaves & Fishes, 901 Portage St., Kalamazoo, MI 49001 attn: Kathy, by 9:00 a.m. December 30, 2013.